

NOTICE OF VACANCY
October 18, 2021

POSITION: Children's Experience Specialist-Branch Staff, L-7

DEPARTMENT: Library

SALARY RANGE: \$21.03 - \$28.71 per hour

HOURS: 20 hours/week, 2 evenings per week, alternating Fridays/Saturdays

The Framingham Public Library, a recognized leader in collaborative programming, located 20 miles west of Boston with a 53,000 sq. ft. Downtown Main Library, a 17,000 sq. ft. branch library, and a Bookmobile, seeks a dynamic and energetic Children's Experience Specialist: Branch Staff member with the creativity, flexibility, and enthusiasm to join our Children's Experience team in delivering exceptional library services focused on access and equity.

Position Purpose:

Serves as a member of Children's Experience Services for the Framingham Public Library. Promotes and provides exemplary customer service to a vibrant, multi-cultural population in the city of Framingham, the premier resource for free inquiry, creative enrichment, and lifelong learning. Exemplifies innovation, flexibility, collegiality and enthusiasm for all aspects of library customer service. This position requires evening and weekend hours.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Promotes and provides exemplary customer service to staff and public. Protects confidentiality of patron records according to library policy and Mass General Law.
- Performs a variety of circulation duties including patron registration, checking in and checking out library materials, collecting overdue fines, and placing reserves.
- Provides an array of programs for the public, and effectively promotes the Children's Experience Services. Promotes increased use of library materials through book talks, author visits, story hours, and craft sessions.
- Under the Direction of the Head of Children's Experience and Assistant Head of Children's Services Branch, develops, plans, and executes creative and innovative Children's programming based on community interest, professional trends, and current educational initiatives.
- Assists with the development and facilitation of craft projects, S.T.E.A.M. programming, story times, and baby lapsits.
- Contacts, schedules, and facilitates processing of outside performers and presenters.
- Participates in shelf reading and weeding.

- Provides guidance, using print and electronic resources, to children and adults requesting information in the Children's Room. Assists patrons in borrowing and using all library materials and accessing digital resources. Gives directional information. Provides information on library policies and procedures.
- Acts as contact for patron concerns in the Children's Experience department, and responds in a positive and flexible manner, with assistance from supervisors as necessary. Ensures accessibility of library services for all patrons. Refers issues to Library Administration as required.
- Assists with collection development for children preschool through grade six and the maintenance of an attractive, current array of library materials.
- Creates attractive displays to showcase and highlight library materials for children in all formats.
- Troubleshoots library's technology equipment as necessary.
- Views change as a welcome opportunity to review, assess, and analyze library services. Freely shares innovation, cost efficiencies, and improvement suggestions with Library Administration.
- Is pro-active in suggesting implementation of emerging technologies and visions for improvement of children's services to the public.
- Accurately collects and maintains library statistics as required for the ARIS report or requested by Library Administration.
- Participates on Library committees and working groups as directed.
- Monitors safety of the library facility for employees and the public. Responds appropriately to emergencies and keeps Library Administration informed of any problematic situation.
- Follows safe work practices.
- Performs related duties as assigned.

Recommended Minimum Qualifications:

Education, Training and Experience:

Bachelor's degree. Two or more years' experience in library services preferred or any equivalent combination of education, training, and experience. Must complete a course in Children's Literature at an accredited institution. Coursework may be completed within one year of hire date.

Knowledge, Ability and Skill:

Knowledge of:

- Integrated Library Systems (ILS), Innovative Sierra preferred.
- Library electronic collections and technologies.
- Customer service.
- Children's literature and culture.

Ability to:

- Interact effectively with children and parents.
- Work in a fast-paced environment.
- Exhibit humor, tact, flexibility, and initiative.
- Learn new software and hardware quickly.
- Embrace change and contribute to the overall mission of the library.

Skill in:

- Public speaking, writing, and organization.
- Social media applications.
- Spanish and Portuguese are desirable.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- While performing the duties of this job, the employee frequently is required to stand and talk or hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee is occasionally required to walk; sit; climb or balance; stoop, kneel, or crouch.
- The employee must occasionally lift and/or move up to 40 pounds

Supervision:

Supervision Received: Head of Children's Experience, Assistant Head of Children's Experience, McAuliffe Assistant Head of Children's Experience

Supervision Given: None

Job Environment:

Work is performed primarily in an office environment with normal office noise and traffic.

The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham. In doing so, Framingham strives for a city culture and environment that fosters a true sense of belonging for all, provides opportunity for everyone to participate equally and fully in the city, their communities and neighborhoods in ways that helps to develop each individual's capacity to confidently and competently engage within and across difference. Given an evolving national context and the richness in the demographic and linguistic profile of our city, the City of Framingham has made a significant commitment to addressing and enhancing its community climate, culture and multiplicity of service capabilities as a city.

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